

NEWS RELEASE

Alabama Department of Public Safety

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DPS Deactivates Toll-free Number for Katrina Victims Seeking Replacement Licenses/IDs

MONTGOMERY – Effective Nov. 21 the Department of Public Safety will deactivate the toll-free assistance line offered since September to victims of Hurricane Katrina seeking replacement driver licenses and identification cards. Public Safety Director Col. Mike Coppage said calls to the line had declined sharply in recent weeks, prompting the decision to discontinue the service.

He said evacuees who continue to need information and assistance concerning replacement licenses and ID cards may contact local driver license offices. A list of office locations, schedules, and phone numbers is available on Public Safety's Web site www.dps.state.al.us under the Driver License Division section.

Coppage said the Driver License Division met a critical need in providing the toll-free telephone line in the aftermath of Hurricane Katrina. He said since the toll-free line became operational Sept. 2, more than 2,300 callers, including Alabama residents displaced by the storm and evacuees from Mississippi and Louisiana, contacted Public Safety for information and assistance in replacing these essential documents.

Coppage said Driver License Division personnel had been successful in helping hundreds of storm victims obtain paperwork needed to replace licenses and identification cards. He said they worked closely with other states to verify licensing information and facilitate issuance of replacement documents as quickly as possible, while ensuring the integrity of the licensing process.

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